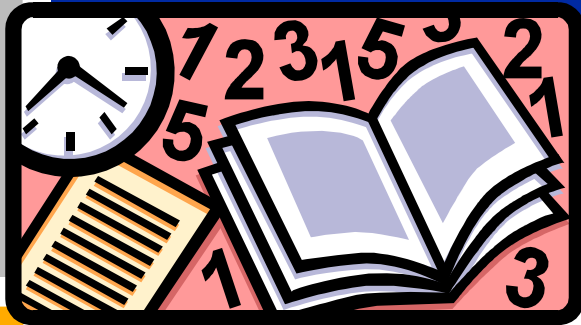


VISA

Identity Theft Prevention, Identification and Mitigation

*When Bad Things Happen
to Your good Name**

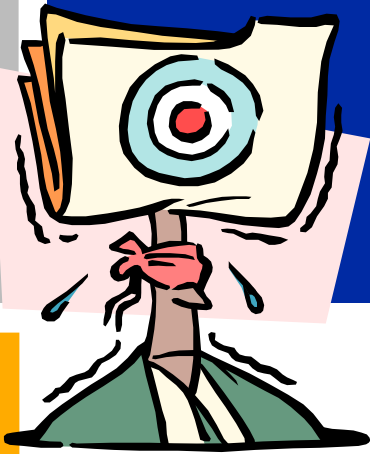
* From the 2003 Federal Trade Commission Document, same name.



Agenda

Introduction
It's the Law!
How Identity Theft Occurs
Minimize Your Risk
If You Are a Victim
Resolving Credit Problems

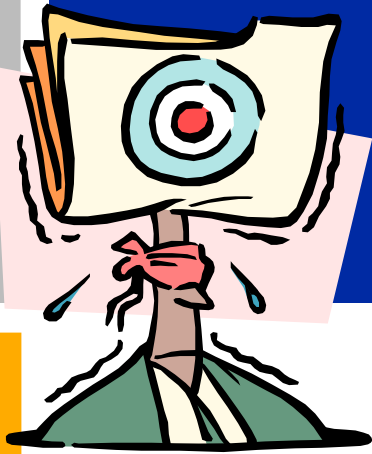
Introduction



The 1990's spawned a new variety of crooks called identity thieves.

- Their target = your everyday financial transactions.
- Their intent is to commit fraud or theft.
- Months or years — and thousands of dollars — spent each year cleaning up the mess the thieves have made of good names and credit records.
- Identity theft results in lose of job opportunities, loans for education, housing, cars, or even arrests for crimes people didn't commit.

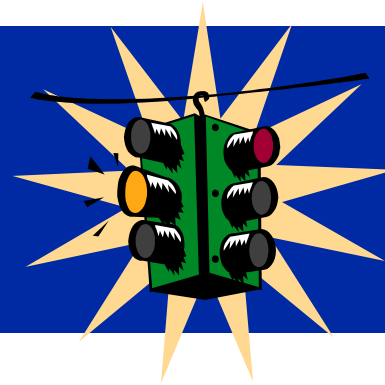
Introduction



Identity theft – What is it?

The manipulation of, or improperly accessing, another person's identifying information, such as social security number, mother's maiden name, or personal identification number (rather than account number) in order to fraudulently establish credit or take over a deposit, credit or other financial account for benefit.

It's The Law



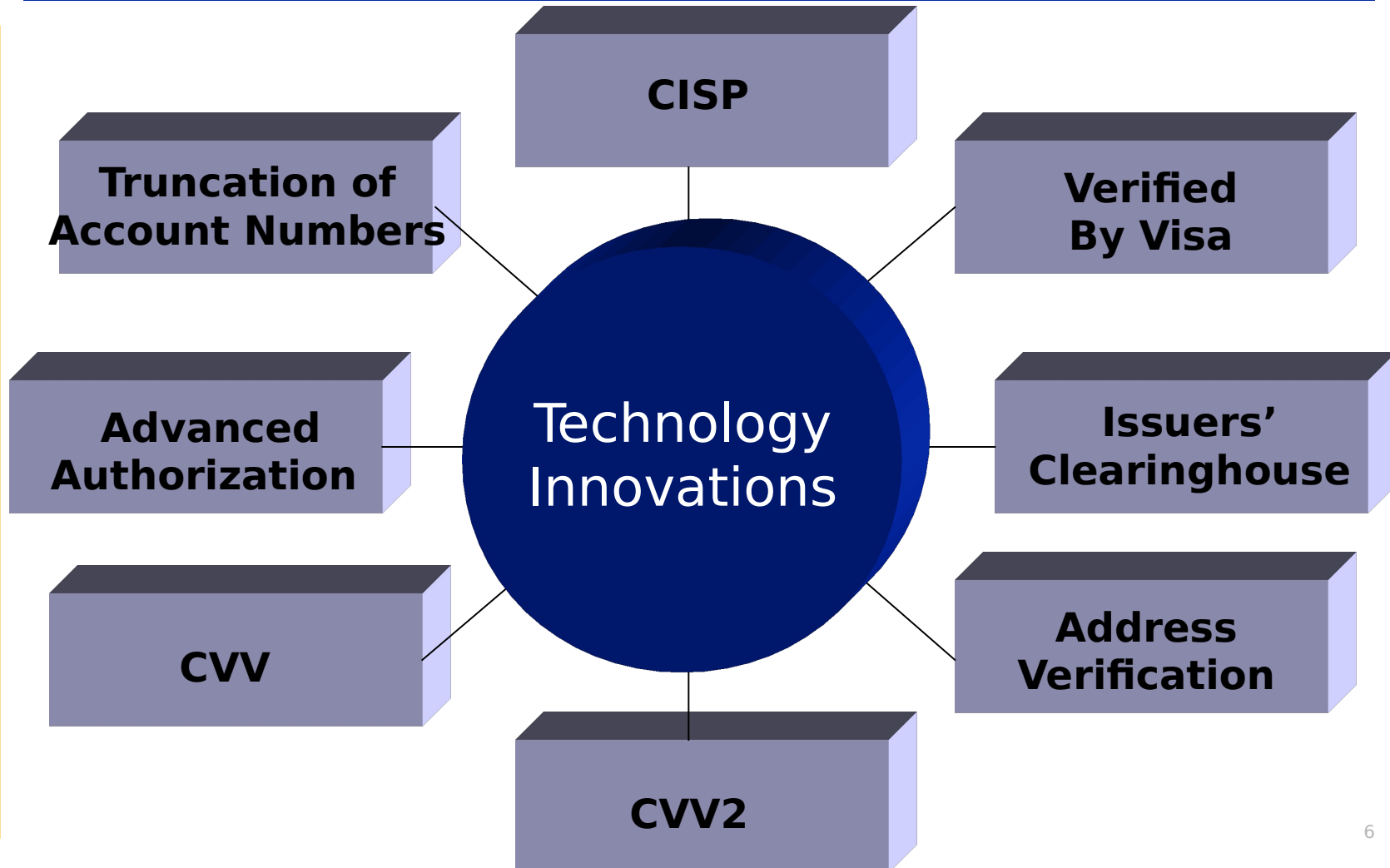
The Identity Theft and Assumption Deterrence Act, enacted by Congress in October 1998 (and codified, in part, at 18 U.S.C. §1028) is the federal law making identity theft a crime.

The Act makes it a federal crime when someone “knowingly transfers or uses, without lawful authority, a means of identification of another person with the intent to commit, or to aid or abet, any unlawful activity that constitutes a violation of federal law, or that constitutes a felony under any applicable state or local law.”

Under the Act, a name or SSN is considered a “means of identification.” So is a credit card number, cellular telephone electronic serial number or any other piece of information that may be used alone or in conjunction with other information to identify a specific individual.

Violations of the Act are investigated by federal law enforcement agencies, including the U.S. Secret Service, the FBI, the U.S. Postal Inspection Service, and SSA’s office of the Inspector General. Federal identity theft cases are prosecuted by the U.S. Department of Justice.

Card Technological Safeguards



How Identity Theft Occurs



Despite best efforts, skilled identity thieves gain access to your data.

- They steal wallets and purses.
- They steal your mail or divert your mail to another location.
- They rummage through your trash, or the trash of businesses, for personal data in a practice known as “dumpster diving.”
- They fraudulently obtain your credit report.



How Identity Theft Occurs



Despite best efforts, skilled identity thieves gain access to your data.

- They find personal information in your home.
- They use personal information you share on the Internet.
- They scam you, often through email, by posing as legitimate companies or government agencies you do business with.
- They get your information from the businesses in a practice known as “business record theft” (customer, employee, patient or student; bribing an employee who has access to your files; or “hacking” into electronic files).



How Identity Theft Occurs



With Your Personal Information, Identity Thieves:

- Counterfeit checks or credit/debit cards on open accounts.
- Change the mailing address on your accounts.
- Open a new credit card, checking or wireless account.
- File for bankruptcy under your name.
- They buy cars by taking out auto loans in your name.
- They use your identity during an arrest.

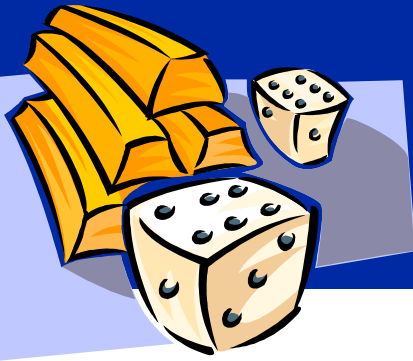


Minimize Your Risk



Risk cannot be eliminated – but it can be minimized.

- Place passwords on your credit card, bank and phone accounts.
- Secure personal information in your home.
- Ask about information security procedures in your workplace.
- Routinely order a copy of your credit report from each of the three major credit bureaus.
- Expect your bills.



Minimize Your Risk



Maintaining Vigilance

- Don't give out personal information on the phone, mail or over the Internet.
- Guard your mail and trash from theft.
- Carry only the identification information and credit and debit cards that you'll actually need.
- Give your SSN only when absolutely necessary.
- Be wary of promotional scams.
- Keep your purse or wallet in a safe place at work.



If You're a Victim

Your First Five Steps

1. Notify Credit Bureaus and review your credit reports.
2. File a report with your local police or the police in the community where the identity theft took place.
3. Contact Fraud Department of Creditors.
4. File a complaint with the FTC.
5. Close any accounts that have been tampered with or opened fraudulently.



Resolving Credit Problems

Federal laws exist for your protection in the case of Identity Theft.

Fair Credit Reporting Act (FCRA) Establishes procedures for resolving billing errors on your credit report.

Truth in Lending Act Limits your liability for unauthorized credit card charges to \$50 per card.

The Fair Credit Billing Act (FCBA) Establishes procedures for resolving billing errors on your credit card accounts. Allows for disputes within 60 days of when the bill would have been mailed to you.

Fair Debt Collection Practices Act Prohibits debt collectors from using unfair or deceptive practices to collect overdue bills.



References

CREDIT BUREAUS

Equifax — www.equifax.com

To order your report, call: 800-685-1111

To report fraud, call: 800-525-6285/

TDD 800-255-0056 and write:

P.O. Box 740241, Atlanta, GA 30374-0241

request non-release of information for promotional purposes

Options

PO Box 740123

Atlanta, GA 30374-0123



References

CREDIT BUREAUS

Experian — www.experian.com

To order your report, call: 888-EXPERIAN (397-3742)

To report fraud, call: 888-EXPERIAN (397-3742)/

TDD 800-972-0322 and write:

P.O. Box 9532, Allen TX 75013

request non-release of information for promotional purposes

Consumer Opt-Out

701 Experian Parkway

Allen, TX 75013



References

CREDIT BUREAUS

TransUnion — www.transunion.com

To order your report, call: 800-888-4213

To report fraud, call: 800-680-7289/

TDD 877-553-7803; fax: 714-447-6034; email:

fvad@transunion.com or write: Fraud Victim Assistance
Department, P.O. Box 6790, Fullerton, CA 92834-6790

request non-release of information for promotional purposes

TransUnion

Marketing List Opt Out

PO Box 97328

Jackson, MS 39288-7328

References

Federal Trade Commission (FTC) — www.ftc.gov

The FTC is educating consumers and businesses about the importance of personal information privacy. Here are some additional publications you may find useful. To request a free copy, call 1-877-FTC-HELP (382-4357) or visit www.consumer.gov/idtheft.

- *Getting Purse-onal: What To Do If Your Wallet or Purse Is Stolen*
- *Identity Crisis... What to Do If Your Identity Is Stolen*
- *Identity Thieves Can Ruin Your Good Name: Tips for Avoiding Identity Theft*
- *Avoiding Credit and Charge Card Fraud*
- *Credit, ATM and Debit Cards: What to Do If They're Lost or Stolen*
- *Credit Card Loss Protection Offers: They're The Real Steal*
- *Electronic Banking*
- *Fair Credit Billing*
- *Fair Credit Reporting*
- *Fair Debt Collection*
- *How to Dispute Credit Report Errors*

References

The federal government has created the National Do Not Call Registry. To register, or to get information, visit www.donotcall.gov, or call 1-888-382-1222 from the phone you want to register.

The Direct Marketing Association's (DMA) Mail Preference Service lets you opt out of receiving unsolicited mailings from many national companies for five years. register online at www.the-dma.org/consumers/offmailinglist.html.

The DMA also has an EMail Preference Service to help you reduce unsolicited commercial emails.. Your online request will be effective for one year. To “opt-out” of receiving unsolicited commercial email, use DMA's online form at www.dmaconsumers.org/offemaillist.html



Thank you for your attention!

Many references available in the Visa Welcome center.

Questions?